



NDPP

FREQUENTLY ASKED QUESTIONS

What is Solera Health?

Solera Health is a vendor that Aetna and State of Delaware have partnered with to provide members with a weight management program. Solera will help identify qualified members and enroll them in a program that best fits their needs.

What is the weight management program?

The weight management program helps qualified participants make healthy changes in diet and activity to promote weight loss. You need to qualify for the program with a quick health quiz. If you qualify, you will be matched to a program based on your needs and preferences. If you don't qualify, you will be provided with suggestions for other tools to support a healthy lifestyle.

What's included in the program?

Solera's partners offer different versions of lifestyle change programs designed to offer members a choice to fit their preferences, the programs generally offer the following components:

- In-person or online educational sessions about health, fitness, and diet
- Lifestyle health coach to help set goals and keep participants on track
- Small group for support and encouragement
- Helpful tools, like wireless scales and fitness trackers.

How effective is the weight management program in reducing the risk of chronic disease?

Medical and public health organizations have determined that when individuals lose just 5% of their weight they reduce their risk for developing diabetes, help control high blood pressure and blood sugars, and improve health in numerous other domains. Losing weight has also been estimated to substantially improve productivity at work. Likewise, the weight management program helps individuals increase their weekly physical activity towards national guidelines. Getting the recommended amount of weekly physical activity is associated with "substantial" health benefits according to the 2018 Physical Activity Guidelines for Americans.

Who is eligible for the program?

The weight management program is a covered preventive benefit for State of Delaware employees and dependents over 18 years old with an Aetna health plan, who qualify through the health quiz.

How do I sign up?

You can qualify and enroll by taking the short health quiz on gosolera.com/stateofde or call **844-578-3601**. The Solera health quiz will determine if you qualify and then match you to programs that best fit your needs. You will be provided instructions to register with the program you chose. Enrollment is not complete until you register with your chosen program.

Is there a cost for participating?

This program is at no cost to members. Once you enroll in the program, Aetna will receive a claim from Solera to cover the processing and program services for this preventive benefit. You may receive an Explanation of Benefits (EOB) from Aetna for this benefit. No action is necessary if you receive an EOB. Weight Management is a covered preventive benefit.

When will I receive a Fitbit®?

Only members that qualify for a weight management program are able to earn a Fitbit as part of the program. After you have been actively participating in the program, you will receive an email from Solera with a unique code to redeem a Fitbit. Call Solera or ask your health coach if you have questions about what it means to “actively participate”. You can earn the Fitbit within the first two to nine weeks in the program. For any technical questions about how to use the Fitbit, members should contact Fitbit support at help.fitbit.com/cwsupport.

When will I receive my scale?

You will receive a scale only if you qualify for a weight management program and select a digital option. The scale will be shipped once enrollment is complete, typically within five to seven days.

Who should I contact with questions about the program?

Please call Solera at **844-578-3601** or email support@gosolera.com if you have questions.

Solera Health is an independent company that provides wellness services on behalf of your health plan. Fitbit, Betr, Habitnu, Virgin Pulse, and Weight Watchers® are independent companies that offer health and wellness programs, products and services to members of your health plan.

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